

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
REFUGEE PROGRAM SPECIALIST
CLASSIFICATION SERIES**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional social services positions located within the Department of Children and Families that coordinate and oversee refugee programs and services. Positions allocated to this classification series are responsible for coordinating and overseeing programs related to the provision of services to the refugee population. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification series are professional social services positions located within the Department of Children and Families. Positions allocated to this classification series coordinate and oversee refugee programs and services and require knowledge about refugee programs, service-delivery, and Federal grants/contracts management. The refugee resettlement and integration programs help refugees achieve economic and social self-sufficiency, eventually enabling them to contribute to the life of their new communities through effective civic engagement.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions which meet the statutory definition of supervisor or management as defined in Wis. Stats. 111.81(19) and (13) as interpreted and administered by the Wisconsin Employment Relations Commission.
2. Positions which are, for a majority of the time, engaged in professional level program and planning coordination or activities in areas other than refugee programs and services.

3. Positions which are, for a majority of the time, engaged in administrative and/or clerical support activities.
4. Positions which are not located in the Department of Children and Families.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into and Progression Through This Classification Series

Employees enter positions within this classification series by competition. Progression to the Senior level will be by reclassification when the employee has attained the necessary training and experience and has been successfully performing the higher level duties for at least six months.

II. DEFINITIONS

REFUGEE PROGRAM SPECIALIST

Positions in this professional social services classification function as refugee program specialists and require knowledge about refugee programs, service-delivery, and Federal grants/contracts management. The refugee resettlement and integration programs help refugees achieve economic and social self-sufficiency that enables the refugees to effectively contribute to civic life in their new communities. Refugee programs provide crisis intervention and support services to refugee families as they establish a home and livelihood in the state. Positions are responsible for state and federal grant and contract administration in assigned domains statewide (e.g., health, Older Refugee, translation/interpretation, employment/job development/W-2 (TANF) programs, adult education and ESL, behavioral health and family strengthening, refugee youth and/or elders, women's programming, case management, immigration, housing, asylees/victims of trafficking, Refugee Cash Assistance, Refugee Medical Assistance, social and ethnic community integration, and/or mutual assistance associations.

REFUGEE PROGRAM SPECIALIST - ENTRY

Positions in this entry-level classification are responsible for refugee grant administration which includes assisting with grant writing and preparation of federal reports, facilitating the state contracting process with local refugee-services provider agencies, monitoring contracts to assess effective management and compliance with federal and state laws, researching and assisting in maintenance of databases of benefits-eligible refugee populations, and serving as the backup liaison with a local refugee-services provider network. The position may coordinate annual one-day events such as World Refugee Day. Positions allocated to this classification level function under limited supervision.

REFUGEE PROGRAM SPECIALIST - SENIOR

Positions in this classification are responsible for refugee services grant and/or contract planning and development, provision of technical assistance to grantees/contractors during implementation, and monitoring outputs and outcomes for a subset of the refugee program domains. These positions provide case troubleshooting for clients who are having difficulty accessing services. They may serve as the State's liaison to local consortium or network of refugee service providers, and provide convening, bridging, and systems-development facilitation to assure that local agencies who work with refugees can provide high-quality, culturally and linguistically appropriate services to refugees. A position may lead the planning and coordination of annual conference events. These positions require a high level of

knowledge about refugee program and service delivery as well as principles of effective planning, research, and management. Positions allocated to this classification function under general supervision.

Representative Position:

Under the general supervision of the Refugee Programs Section Chief, this position is responsible for the administration of federal grant programs, including planning and development, provision of technical assistance to grantees during implementation, and monitoring of outputs and outcomes for the following assigned grant-making domains: employment, adult education, citizenship, victims of trafficking, and refugee cash assistance. Duties include preparing statistical and narrative reports for the federal Office of Refugee Resettlement, undertaking broad analyses of grant outcomes for management, tracking and maintaining data about use of Refugee Cash Assistance benefits, and tracking changes to policy in these and other federal programs that will affect the provision of and/or eligibility for services to refugees in the State. The position is also responsible for developing online reporting approaches in contractor reporting of client outcomes.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

The Refugee Program Specialist classification series was created effective September 9, 2012, and announced in bulletin OSER-0311-MRS/SC to recognize the assignment of the refugee programs to the Department of Children and Families and to update the definitions of the work being done in the coordination and service-delivery of grants and contracts for the refugee programs. These positions were formerly titled Economic Support Specialist classification series and this classification was abolished in the same bulletin.

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